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Patent
Attorney's Docket No. 025000-065

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

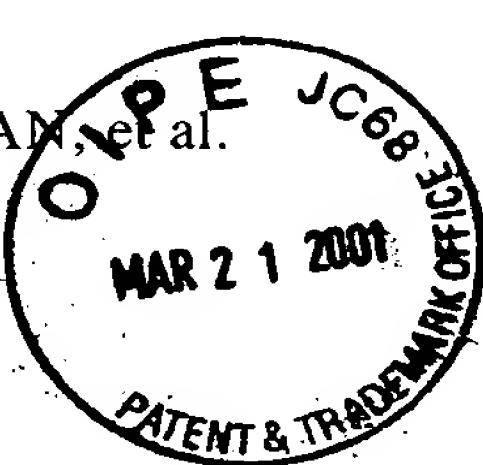
In re Patent Application of

Thomas H. BATEMAN, et al.

Application No.: 09/239,701

Filed: January 28, 1999

For: METHOD AND SYSTEM FOR
COORDINATING DATA AND VOICE
COMMUNICATIONS VIA CUSTOMER
CONTACT CHANNEL CHANGING
SYSTEM USING VOICE OVER IP (as
amended)



) Group Art Unit: 2182

) Examiner: Perveen, R.

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Technology Center 2100

PETITION FOR EXTENSION OF TIME

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

The following extension of time is requested to extend the period of time to respond to the
Office Action dated November 21, 2000:

one month to March 21, 2001; the extension fee is:

\$55.00 (215) \$110.00 (115).

The shortened statutory period has been reset by an Advisory Action dated

An extension fee in the amount of \$ 110.00 is enclosed.

Charge \$ _____ to Deposit Account No. 02-4800.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R.
§§ 1.16, 1.17 and 1.21 that may be required by this paper, and to credit any overpayment, to
Deposit Account No. 02-4800. This paper is submitted in duplicate.

Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.

By:


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Date: March 21, 2001